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CALL CENTER TELEPHONE AND DATA FLOW CONNECTION SYSTEM

ABSTRACT OF THE DISCLOSURE

A method and system for transferring telephone calls and data between computer programs in a call center. Flow connection modules associated with call center application programs allow data and telephone calls to be transferred from one computer program to another in the call center. The flow connection modules may be combined with a locator program such that the combination replaces the automatic call distributor ("ACD") in a call center. The flow connection modules enable development of modular call centers, allowing call center agent workstations to be easily increased or decreased. In operation, an application notifies its flow connection module that a call on a telephone in the workstation should be transferred to another application. The flow connection module establishes a data connection with a flow connection module associated with the other application. The flow connection module sends call-related data to the other flow connection module which then returns the telephone extension associated with the other application. The flow connection module requests a computer telephony interface ("CTI") link associated with a phone switch to transfer the call to the other application's telephone. The CTI link directs the phone switch to transfer the telephone call from the original application's workstation to the telephone of the other workstation. Having received notification of the transferred call, the other flow connection module informs the original flow connection module that the call has been successfully transferred, and the original flow connection module then disconnects the data connection.